

# RESEARCH WORKS IN LIBRARY AND INFORMATION SCIENCE VOLUME 1

Yushiana Mansor  
Ahmad Bakeri Abu Bakar



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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## **Editors**

Yushiana Mansor

Ahmad Bakeri Abu Bakar



**IIUM Press**

Published by:  
IIUM Press  
International Islamic University Malaysia

First Edition, 2011  
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Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.  
Includes Index  
ISBN

ISBN: 978-967-418-079-9

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM  
(Malaysian Scholarly Publishing Council)

Printed by :  
**IIUM PRINTING SDN. BHD.**  
No. 1, Jalan Industri Batu Caves 1/3  
Taman Perindustrian Batu Caves  
Batu Caves Centre Point  
68100 Batu Caves  
Selangor Darul Ehsan

# CONTENTS

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<b>DEDICATION.....</b>	<i>iii</i>
<b>PREFACE.....</b>	<i>viii</i>
<b>ACKNOWLEDGEMENT.....</b>	<i>ix</i>
<b>INTRODUCTION.....</b>	<i>x</i>

## **1. Evan's Model For Collection Development**

*Basri Hassan, Ruhill Fahima Mohammad, Ahmad Bakeri Abu Bakar..... 1*

## **2. Librarian Competencies And Experiences In Collection Development**

*Basri Hassan, Ruhill Fahima Mohammad, Ahmad Bakeri Abu Bakar..... 7*

## **3. Digital Reference Service Guidelines**

*Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar..... 11*

## **4. Emperical Studies In digital Reference Services**

*Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar..... 23*

## **5. Analysis Of Librarian's Reference Interview**

*Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar..... 33*

## **6. Level Of Digital Reference Services Offered**

*Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar..... 41*

## **7. Issues And Problems Of Reference Services**

*Rasyidah Mohd Daud, Basri Hassan, Ahmad Bakeri Abu Bakar..... 53*

## **8. OPAC Evolution**

*Musa Mohamed Ghazali, Yushiana Mansor..... 61*

<b>9. Subject Search In OPAC</b>	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i> .....	67
<b>10. Users' Experience In Using OPAC</b>	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i> .....	73
<b>11. Searching For Islamic Works Using OPAC</b>	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i> .....	87
<b>12. Factors Affecting OPAC Subject Search</b>	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i> .....	102
<b>13. Users' Perceptions Of IIUM OPAC</b>	
<i>Musa Mohamed Ghazali, Yushiana Mansor</i> .....	119
<b>14. Development And Application Of Classification Schemes</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	127
<b>15. Classifying Internet Resources</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	135
<b>16. Web User Evaluation</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	143
<b>17. Catcha.com.my: Principles And Structure</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	149
<b>18. Classificatory Models Of Catcha.com.my</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	159
<b>19. User Evaluation Of Catcha.com.my</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	165
<b>20. Catcha.com.my: User Satisfaction Of Classificatory Model</b>	
<i>Lukmanul Hakim, Yushiana Mansor</i> .....	181

<b>21. Students' Perceptions Of School Resource Centre Quality</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	187
<b>22. Measuring Quality At School Resource Centre</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	195
<b>23. Intensity Usage Of School Resource Centre</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	209
<b>24. Material Used At School Resource Centre</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	219
<b>25. Time Of Access At School Resource Centre</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	231
<b>26. Awareness Of The Red Spot Materials</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	241
<b>27. Quality Collection At School Resource Centre</b>	
<i>Wahidah Mohd Zain, Ahmad Bakeri Abu Bakar</i> .....	247
<b>28. Metadata For Digital Art Objects</b>	
<i>Safura Idris, Yushiana Mansor</i> .....	271
<b>29. Selected Metadata for Images</b>	
<i>Safura Idris, Yushiana Mansor</i> .....	277
<b>30. Searching And Retrieving Digital Images</b>	
<i>Safura Idris, Yushiana Mansor</i> .....	285

## **4. EMPIRICAL STUDIES IN DIGITAL REFERENCE STUDIES**

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### **ABSTRACT**

An array of empirical studies on digital reference services that were conducted in the developed countries was surveyed. It is found that provision of digital reference services in different library settings is pervasive in the developed world. The constraint detected from the survey is related to the maturity level of implementation of digital reference services in the various institutions and organizations.

### **4.1 DEVELOPED COUNTRIES**

In examining the capability of the Internet as a reference tool, Zumalt & Pasicznyuk (1998) conducted a three-fold test of Internet effectiveness in terms of its depth, accuracy, and durability. They found that from a 209 question sample, 129 (61 percent) questions were answered using the Internet alone. As a result, they found that the Internet could provide answers to a significant percentage of actual reference questions. The study also found no significant differences between the accuracy of information obtained through the Internet sources and traditional reference tools. Surprisingly, throughout the study the researchers found that the Internet sites showed its durability or dependability in providing information over time.